

Pharmacist meets challenge and earns others' respect

No one can call Sharon Sawallis a woman without perseverance.

The attractive pharmacist of K mart 4430, Ocala, FL admits there was no primrose path leading to her present job. But she is obviously thrilled to be able to say "I made it!"

For the spunky mother of three juggled the responsibilities of raising three growing children and helping her husband maintain the family's farm to survive a grueling, six year curriculum at the University of Florida's School of Pharmacy. Since she received her Bachelor's Degree, she has been regarded with skepticism—even her co-workers at first took her lightly.

But that trial period is behind her now. The "lady pharmacist" of 4430 enjoys the respect of all in the store, and is the pride of her family as well.

Sharon frankly discusses the hectic years she spent as a student. Returning to school after many years involved some fear at the beginning.

"All the kids who were in classes with me were so much younger than I was. They had the advantage of



Sharon Sawallis

having learned the new modern math, which of course I'd never been exposed to. I had to ask a lot of dumb questions, and the other students were really nice about answering them."

Determination is definitely one of Sharon's strong qualities. After she got accustomed to the routine, nothing could stop her—even the mild chaos of a lively brood of youngsters.

"It got so I could study for a test in the living room with the TV on and kids talking and not lose my concentration," she recalls.

Sharon praised her children's and husband Dick's supportive role in enabling her to complete school. Mike, Becky and Nancy were often left to fend for themselves. They rose to the challenge admirably, and Sharon views their early maturity as a plus. She also laughingly mentions "Herbie," the family's reliable old car, which had to transport her 50 miles each day to and from school.

There were certainly easier ways for a mother to return to work. But Sharon, whose father was a pharmacist, was interested in a field that combined challenge with public contact. She had often helped her dad with his store responsibilities, and was therefore familiar with the occupation. She has found the

flexibility of K mart a pleasant surprise, and loves meeting the different people who come in to fill prescriptions.

Sharon has been with 4430 since September of 1975, two weeks after the pharmacy department opened. With Pharmacy Manager Jim Blankston she has contributed much to the efficiency of that section of the store.

Staffer reveals how to separate tots from toys!

Betty McGinnis has a special way with children. She communicates through gentle persuasion, and teaches youngsters to respect other's property.

The toy department manager at K mart 4368, Muncie, IN says, "I love kids. They cooperate beautifully when we tune in on their wavelength."

She refers specifically to the bedlam that can occur when parents separate from their kids while shopping.

"Parents get lost from their children, rather than the other way around," she claims. "Mom tends to forget Junior while preoccupied. K marts are designed to entice a whole family with bargains... and children are no exception."

Kids are naturally magnetized toward tempting counters of bright colored playthings. Little tykes, imitating grownups, rip open packages, and test toys for flexibility and ruggedness.

A couple of wee people knock down displays in their enthusiasm. They rig themselves out in store merchandise to play "cops and robbers." Betty gets in on the act, encircling the department to apprehend the exuberant funsters.

"Where is your mother?" she asks them. They appear shocked, staring and shaking their head as if waking from a trance.

"Do you plan to buy these toys?" she queries.

"I don't think so," one of the kids says shyly. They gaze upward, looking for Mom or Dad.

"Well," Betty stoops, looks them eye to eye, and continues in a patient manner, "when you get a birthday gift, do you enjoy opening a new package, being the very first to handle your toy?"

"Yes, they mumble.

"Okay," from Betty. Now the toys are handed over. She goes on, "The child that gets these toys won't be so happy because they've been used. Isn't that sad?"

The little ones nod, humbled. But they learn a lesson they can put to use throughout their lifetime: Respect someone else's belongings.

SUNNYSIDE UP

K MART 4489, TALLAHASSEE, FL—MICHAEL MOORE

"Having been in the engineering field for over 35 years, it is certainly rewarding to find such excellent service as that offered by Michael Moore and his staff at the Tallahassee K mart auto service department. Michael is solicitous of customer's wishes, has trained men who offer expert, courteous assistance, and who explain the work they do completely. I have had service in your other stores but none has approached the quality I received at 4489. As long as we live in this area you may rest assured that this K mart will take care of my Cadillac and Imperial."

K MART 4436, GRESHAM, OR—JOHN YANDELL

"I would like to express my appreciation to Mr. John Yandell, head of your camera department. Mr. Yandell took half of a working day off to come to our film classes at Sandy High School. He demonstrated how film equipment worked and showed us some of the films he had made. It made a very interesting and educational contribution to our course. We will continue to shop at K mart and place orders with Mr. Yandell."

K MART 7049, MATTOON, IL—BOB RATLIFF

"A person must be very cautious when it comes to product guarantees and warranties. Your Assistant Appliance Manager Bob was the greatest salesman I have ever dealt with. He assured me of satisfaction on the TV I purchased, explained the warranties and was very honest and sincere. As I am a vulnerable college student, it was great to know there are salespeople around who can handle my problems in a straightforward way. Please thank him and commend him for his excellent assistance."

K MART 3004, OCEANSIDE, CA—DOUG EDWARDS

"My wife and I are new homeowners in Oceanside. We have moved many times in our 42 years of married life and have both been active in retail department store sales. We do shop for prices and quality, but also for courtesy, product knowledge and salesmanship. We liked what we found in your Doug Edwards. We bought a color TV, a top of the line refrigerator, washer and dryer and small electrical appliances from K mart—because of the superior way Mr. Edwards handled our transactions. In this fine young man you have a great contributor to your store. I hope he will receive proper consideration when there is an opportunity for advancement."

K MART 7031, MENOMINEE, MI—HADLEY BEZIO

"My husband, children and I shop in your Menominee store every Sunday. The store greeter, Hadley Bezio, is one of the most courteous and helpful people we have ever met. He not only opens the door for us and smilingly greets us, but helps our older daughter into a cart and assists us with packages. Seldom in this day and age of busy schedules and the hustle and bustle of large, crowded stores does one find personnel willing to go out of their way for a customer. Hadley could give all of us a lesson in manners and friendliness."

K MART 3012, BATON ROUGE, LA—LIONEL HEBERT

"I have consistently shopped your store with great satisfaction ever since it opened. This satisfaction is based partly on your broad brand selection and pricing policy; mainly, however, it is because of your employees' attitudes. Not once have I ever encountered an employee of yours who has been discourteous or less than helpful. Lionel Hebert exemplified this attitude recently. I presented a complaint which was clearly the equipment manufacturer's job to rectify. I sought Mr. Hebert's guidance in helping me persuade the manufacturer that I was receiving shoddy equipment (for which K mart was in no way responsible). He took it upon himself to run interference with the manufacturer on my behalf. He further arranged to have the merchandise repaired. Technically the warranty had expired, yet Mr. Hebert did all this while under no obligation to step in and help. Such concern for the customer is rare even in Mom-and-Pop shops, and it is virtually unknown in large multi-store operations—except, in my experience, for K mart."

Commendation letters were also sent to following stores from satisfied customers:

K MART 4418, Daytona Beach, FL	I. D. C., Lawrence, KS
KRESGE 682, Mason City, IA	K MART 4326, Sterling Heights, MI
K MART 3241, Palmyra, IL	K MART 4378, Las Vegas, NV
K MART 4175, Canton, OH	K MART 6981, Alexandria, VA
K MART 3818, Longmont, CO	K MART 4467, Brockton, MA
K MART 4149, Lorain, OH	K MART 4383, Albany, NY
K MART 4117, Sacramento, CA	KRESGE 697, Roseville, MI
K MART 4386, Jacksonville, FL	KRESGE 683, Cambridge, MA
K MART 3288, Edwardsville, PA	K MART 4494, Loves Park, IL
K MART 7068, Orangeburg, SC	K MART 4615, Port Huron, MI
K MART 4339, Orem, CA	K MART 4133, Irving, TX
K MART 7018, Jefferson City, MO	K MART 3889, Flint, MI
K MART 3161, Peoria, AZ	K MART 3149, Brookmell, PA
KRESGE 185, Paradise, MI	K MART 4357, Middleburg Heights, OH
K MART 3334, Chillicothe, OH	KRESGE 396, Detroit, MI
K MART 3218, Parkersburg, WV	K MART 3211, Vienna, VA
K MART 3039, Milwaukee, WI	K MART 3017, El Toro, CA
K MART 4371, Scottsdale, AZ	K MART 4308, Warren, MI
K MART 4193, Bridgeton, MO	K MART 3334, Roskeek, VA
KRESGE 83, Buffalo, NY	K MART 4426, Peru, IL